



Data Governance Checklist: Improve the Patient Experience With Whole Person Data and Insights

Healthcare organizations rely on high-quality data to make life-saving decisions, yet [only 20%](#) of organizations fully trust their data.¹ High-quality data is usable and actionable, while low-quality data, such as duplicate records, missing data or obsolete information, impacts healthcare efficiency and clinical outcomes. Poor data quality can have far-reaching consequences on the patient experience, creating obstacles throughout their journey and eroding trust in the healthcare system

That's why evaluating your organization's data quality practices is critical, which begins with asking the right questions. Use this checklist to assess your current practices across the four pillars of data quality: **accuracy, completeness, consistency** and **timeliness**.



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¹ <https://sage-growth.com/market-report/the-high-cost-of-bad-data-and-analytics-on-strategic-healthcare-decisions/>

Four Key Considerations for Data Governance



Accuracy

- ☐ Do we have automated validation tools to detect and flag potential errors in patient and member records?
- ☐ How frequently do we audit our data, and what is our error rate?
- ☐ What training do staff members receive on proper data entry protocols?



Completeness

- ☐ What percentage of our patient and member records contain all required data fields?
- ☐ How do we identify and address incomplete records before they impact care?
- ☐ How do we consolidate data from disparate sources for a comprehensive view of the patient or member?



Consistency

- ☐ How do we ensure information remains consistent across different sources and systems across the healthcare ecosystem?
- ☐ Have we standardized data formats and data entry protocols across the organization?
- ☐ What reconciliation processes do we use to identify and resolve data discrepancies?



Timeliness

- ☐ How quickly is data available to support decision-making?
- ☐ How frequently are we cleansing and validating rapidly changing data?
- ☐ What technology solutions are we using to reduce delays in data availability?

Take Your Data Governance to the Next Level

The right data and insights can transform the patient and member experience and provide better outcomes with a more complete and comprehensive view of each consumer, patient or member.

In our ebook, **Building Bridges Across the Patient Experience: Solving Mistaken Identities and Reconciling Unmatched Records for an Effortless Patient Journey**, read about the impact of poor data reconciliation on a patient's healthcare experience, including a missed diagnosis, care delays and an identity mix-up. The resource outlines steps your organization can take to overcome data quality barriers for an effortless patient journey.

About LexisNexis® Risk Solutions

LexisNexis® Risk Solutions harnesses the power of data, sophisticated analytics platforms and technology solutions to provide insights that help businesses across multiple industries and governmental entities reduce risk and improve decisions to benefit people around the globe. Headquartered in metro Atlanta, Georgia, we have offices throughout the world and are part of RELX (LSE: REL/NYSE: RELX), a global provider of information-based analytics and decision tools for professional and business customers. For more information, please visit www.risk.lexisnexis.com and www.relx.com.

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